

Influenza A (H1N1)/North America/Human Call Center Triage

General Calls	Answered by ISDH flu call center hotline (1-877-826-0011) or ISDH Influenza email mailbox **SEE FAQ SHEET FOR ANSWERS**
Media Calls	317-234-6713
Health care providers with questions about: <ul style="list-style-type: none">• Symptoms• Disease <i>*Do not give this number to non-health care professionals</i>	1-866-233-1237
Health care providers with questions about: <ul style="list-style-type: none">• Getting sample test kits	317-233-7009 (or contact your Field Epidemiologist)
Lab submission protocol questions	317-921-5808
Information in Spanish	1-800-433-0746

**Influenza A (H1N1)/North America/Human
(Formerly “swine flu”)**

****Frequently Asked Questions****

What is swine flu and this new strain of Influenza A (H1N1)/North America/Human flu?	Swine flu is caused by influenza viruses that normally infect pigs. The virus causing the current influenza outbreak is not a swine flu virus, but a combination of human, swine and bird viruses. The flu virus causing the current outbreak, now called Influenza A (H1N1)/North America/Human, has adapted itself to be easily transmitted from person-to-person. Swine in the United States have not been and are not infected with this virus.
What are the symptoms of this new flu strain in humans?	The symptoms of the flu virus in this outbreak are similar to normal seasonal influenza. Symptoms: <ul style="list-style-type: none"> • fever • cough • sore throat • headache • muscle aches Some people have also reported <ul style="list-style-type: none"> • runny nose • nausea • vomiting/diarrhea Symptoms usually appear about 2-7 days after exposure. People generally can spread flu viruses from 1-2 days before symptoms start to about 7 days after, but scientists are not exactly sure how long people may shed the currently circulating Influenza A (H1N1)/North America/Human flu virus.
How does flu spread?	Human-to-human transmission of this flu occurs in the same way as seasonal flu occurs in people, which is mainly person-to-person transmission through coughing or sneezing of people infected with the influenza virus. People may become infected by touching something with flu viruses on it and then touching their mouth or nose.
I have the symptoms of flu, how do I know if I have it?	If you are concerned, call your health care provider or a nursing help line.
I am especially susceptible to complications because I already have chronic disease, immune deficiencies (cancer with chemotherapy or radiation, HIV, AIDS, Multiple Sclerosis), severe heart disease, lung disease, kidney disease on dialysis, etc., what do I do?	Call your health care provider or a nursing help line
I am pregnant and do/don't have the symptoms of the flu, what do I do?	Call your health care provider or a nursing help line
I believe I have had exposure to someone who is exhibiting the signs and symptoms of flu, what do I do?	Call your health care provider or a nursing help line
What if I don't have a health care provider or health insurance?	Call your local hospital or community health center

Can people catch Influenza A (H1N1)/North America/Human flu from eating pork?	No. Influenza viruses are not transmitted by food. You cannot get Influenza A (H1N1)/North America/Human flu from eating pork or pork products. Eating properly handled and cooked pork and pork products are safe. Cooking pork to an internal temperature of 160°F kills the Influenza A (H1N1)/North America/Human flu virus as it does other bacteria and viruses.
Can people catch Influenza A (H1N1)/North America/Human flu from eating at Mexican restaurants?	No. Influenza viruses are not transmitted by food. Although many cases have been reported in Mexico, there is no link with eating at Mexican restaurants.
How can human infections with influenza be diagnosed?	To identify the flu virus causing the current outbreak, a health care provider should collect a respiratory specimen (swab) within the first 4 to 5 days of illness (when an infected person is most likely to be shedding virus). The ISDH Laboratory will test the specimen and send it to Centers for Disease Control and Prevention (CDC) for further laboratory testing. Laboratory results are generally available within 48 hours after receipt at the ISDH Laboratory. Please contact your health care provider for these results. The lab cannot give out test results.
What medications are available to treat flu infections in humans?	There are four different antiviral drugs that are licensed for use in the US for the treatment of influenza: amantadine, rimantadine, oseltamivir and zanamivir. The Influenza A (H1N1)/North America/Human flu virus causing the current outbreak is resistant to amantadine and rimantadine. At this time, CDC recommends the use of oseltamivir (Tamiflu) or zanamivir (Relenza) for treatment and/or prevention of infection with this influenza virus. Recommendations for using antiviral drugs for treatment or prevention of swine influenza will change as we learn more about this new virus.
Are there any cases of Influenza A (H1N1)/North America/Human flu in Indiana?	There have been 3 confirmed case of Influenza A (H1N1)/North America/Humanflu virus causing illness in Indiana as of 4/30/09. Additional cases are likely to occur.
How many cases of Influenza A (H1N1)/North America/Human flu have been identified?	Updated information about the number of confirmed cases in the U.S. can be found at www.cdc.gov/swineflu .
Is a vaccine available to prevent infection from Influenza A (H1N1)/North America/Human flu?	No.
Does getting the seasonal flu shot protect me from catching Influenza A (H1N1)/North America/Human flu?	Public health officials are unsure. It appears that it may not prevent you from catching Influenza A (H1N1)/North America/Human flu virus, but it might decrease the severity of your illness.

Should I travel to places known to have confirmed cases of Influenza A (H1N1)/North America/Human flu?	At this time there are no travel restrictions limiting travel to Mexico or other countries, or within the United States; however, the CDC recommends traveling to affected areas for essential purposes only. There are no current restrictions on domestic travel. Travel advisories may change. If you travel to areas with confirmed cases, avoid contact with ill persons and practice good hand hygiene.
Should my child's school (K-12) be closed?	ISDH is following CDC guidance and would consider school closure if there is a confirmed case or a suspected case epidemiologically linked (known to have contact) with a confirmed case of Influenza A (H1N1)/North America/Human flu.
How do I prevent the spread of flu? How do I protect myself and my family?	The best way to prevent transmission of flu is to avoid contact with ill individuals and practice good hand hygiene. Stay home and away from others if you become ill.
How do I get more information about Influenza A (H1N1)/North America/Human flu?	Residents can call the ISDH Influenza Call Center toll-free at 1-877-826-0011 from 8:00-4:45, 7 days a week. More information can be found at the following Web sites: ISDH: www.statehealth.in.gov CDC: www.cdc.gov/swineflu World Health Organization (WHO): www.who.org

For more detailed information, contact the ISDH Surveillance and Investigation Division at 317.233.7125.